

CLASS TITLE: COMMUNITY RELATIONS LIAISON OFFICER

Class Code: 02797500

Pay Grade: 32A

EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for performing liaison activities between minority and other community advocacy groups and organizations, and the Department of Human Services relative to the availability of services provided by the department for their constituencies; and to do related work as required.

SUPERVISION RECEIVED: May supervise assigned staff where appropriate as specifically designated on a project basis.

SUPERVISION EXERCISED: As required, may supervise the work of subordinates assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for performing liaison activities between minority and other community advocacy groups and organizations, and the Department of Human Services relative to the availability of services provided by the department for their constituencies.

As assigned, to represent the department in the planning, direction, coordination and supervision of special projects relating to the community on a statewide basis.

To act as a liaison between agency administration, service delivery personnel and the community in order to facilitate delivery of client services.

To be responsible for establishing and maintaining a communications network between the groups served and the department to ensure community input in the planning and programming of delivery services.

To be responsible for representing the department at meetings of community based groups providing information regarding agency policy and programs.

As assigned, to represent the department in the planning and coordination of special projects relating to community involvement.

To assist in developing community resources for enhancing the delivery of service systems on project or program basis.

As assigned, to participate in the formulation and evaluation of departmental policy as it relates to specific programs.

To be responsible for collection of statistical data for reports.

As assigned, to participate in the development and operation of departmental equal employment opportunity/affirmative action programs.

As assigned, to be responsible for preparing and/or developing equal employment opportunity/affirmative action reports and statistics.

As assigned, to be responsible for coordinating departmental efforts with other departments or agencies of state government to accomplish agency goals.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the principles and practices of community involvement in the delivery of services to targeted groups; a working knowledge of federal and state laws and regulations relating to community involvement in state and local social service programs; a working knowledge of social service outreach programs and the development of community

based resources; a working knowledge of Equal Opportunity program development and federal and state laws and regulations regarding the development and operation of affirmative action plans and programs; a familiarity with social service programs operated by state government; the ability to plan, develop and implement a community oriented communication improvement plan; an ability to read and write and communicate in at least one of the protected class group languages; the ability to develop agenda's address meetings and to write summary reports thereon; the ability to work effectively with a wide range of social service delivery staff in the development of policies and practices which impact on minorities and other targeted groups; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment in a responsible capacity engaged in dealing with targeted minority populations, community groups or outreach social service oriented programs.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: July 3, 1988

Editorial Review: 3/15/03